



City of Des Moines, Washington

JOB DESCRIPTION



ASSISTANT HARBORMASTER

Regular, Full-time

Salary Grade: E-22

FLSA Status: Exempt

Union Status: Non-represented

EEO Category: Service Maintenance

Nature of Work

Under the general direction of the Harbormaster, this position assists with the planning, organization, and management of the Marina, and is responsible for tenant and customer service programs, including marketing, rule compliance, and service delivery. This position also works with the Harbormaster and Marina Maintenance Lead to develop and carry out routine maintenance and capital improvement programs. This position also serves as shift supervisor overseeing the work of the Marina Maintenance Lead, Harbor Attendants and Harbor Aides.

Essential Functions

- Prepares, updates, and implements the Marina marketing plan, develops long- and short-term strategy, pricing policy and budget.
- Develops promotional materials for the Marina.
- Reviews and authorizes promotional articles and interviews for the Marina.
- Develops joint marketing proposals with local businesses and others to attract patrons to the Marina.
- Contacts and serves as liaison with outside consultants, copywriters, and advertising agencies.
- Evaluates options for improving services to boaters.
- Develops and conducts marketing surveys to determine feasibility and/or viability of various programs.
- Works with the Marina Office Manager and Office Assistant to develop and coordinate communication with Marina tenants and customers using traditional methods and social media.
- Ensures that work and all docking/mooring operations are conducted in accordance with all applicable safety standards, regulations and ordinances.
- Responds to requests for service from tenants and potential customers, ensures that facilities and equipment are maintained in a safe, clean and orderly condition, addresses security, navigational, noise, trash and other issues, as required.
- Enforces harbor rules and regulations, coordinates the assistance of law enforcement staff as required.
- Oversees the Landscaping Specialist to ensure that the landscaping, public spaces and parking areas are maintained to the Marina's standards, including procuring and managing subcontractors.
- Responsible for the Marina's Boat Storage Program including developing and maintaining a storage plan that maximizes the use of the facility.
- Makes recommendations regarding hiring, terminations, and job changes.

- Works with Harbormaster and Marina Maintenance Lead in developing and managing capital improvement projects.
- Oversees and assists staff as needed in the cleaning, repairing and maintaining of buildings, floats, docks, gates, fences, utilities and other Marina structures using carpentry, plumbing, electrical, welding, painting, and janitorial skills as required.
- Acts as on-site liaison for special events.
- Prepares and posts employee schedules, completes and submits bi-weekly payroll reports.
- Acts as on-site supervisor for emergencies such as sinking boats and fuel spills. Communicates with the Coast Guard and/or other agencies concerning emergencies or boating safety matters.
- Evaluates and trains assigned staff.
- Resolves service delivery problems and issues involving the Marina Policy and Procedures.
- Works with customers to resolve Marina Policy and Procedure Manual violations. Issues termination notices when appropriate.
- Makes recommendations for revisions to the Marina Policy and Procedure Manual.
- Responsible for ensuring that the Marina's maintenance, service and administrative activities comply with the City of Des Moines Safety Plan and policies.
- Serves as a management appointee to the City's Safety Board.
- Provides support services to the Marina Office Manager for all moorage programs including taking reservations, assigning slips, setting appropriate fees, and applying appropriate discounts.
- Participates in the Pacific Coast Congress, North West Marine Trade Association and other industry organizations.
- Assists with the preparation of the Marina Services and Maintenance budgets. Monitors and controls expenditures in accordance with City budget policies.
- Sells fuel, launches tickets and boating supplies to Marina patrons.
- Establishes and maintains cooperative, effective working relationships with co-workers, other City employees, and the general public using principles of good customer service.
- Reports for scheduled work with regular, reliable and punctual attendance.
- Performs other duties as assigned, including but not limited to being assigned to work in other functional areas to cover absences or relief, equalize peak work periods, or balance the workload.

Necessary Knowledge, Skills, and Abilities

- General knowledge of the recreational boating industry, marine charts and navigation aids local to the area.
- Knowledge of emergency response procedures in the Puget Sound area.
- Knowledge of work hazards and applicable precautions and laws.
- Knowledge of state and federal environmental laws.
- Knowledge of basic accounting principles.
- Ability to operate a personal computer, including the use of Word, Excel, PowerPoint, Publisher, and Outlook or similar programs.
- Ability to write clear, concise correspondence.
- Ability to formulate and implement service programs that meet the needs of the Marina's customers.
- Ability to read Puget Sound Tide tables with local corrections.
- Ability to accurately perform basic math (add, subtract, multiply, divide).

- Ability to process accurately cash and credit card receipts in a timely manner.
- Ability to effectively train and supervise staff.
- Ability to communicate effectively the benefits of the Marina's service programs to the boating public using a variety of media.
- Ability to effectively deal with employees, management, and the public on a one-to-one or group basis.
- Ability to work independently with minimal supervision.
- Ability to analyze situations accurately and adopt an effective course of action.
- Ability to plan and organize work.
- Ability to work varying shifts including evenings, weekends, and holidays.
- Ability to perform the essential functions of the position.

Education and Experience Requirements

- High school diploma or equivalent;
- Five years of increasingly responsible marina experience which includes customer service, marketing, maintenance responsibilities; and
- Two years of supervisory experience.
- Associate's degree in business, marketing, hotel management or a related field preferred but not required.

Special Requirements

- Successful completion of a pre-employment background and criminal history check.
- Possession of a satisfactory driving record, and ability to maintain throughout employment.
- Possession of a valid First Aid/CPR card, or obtain within three months of hire date, and ability to maintain throughout employment.
- Possession of a current Washington State Department of Transportation Traffic Flagging Card, and ability to maintain throughout employment
- Because of the known effects of tobacco use, the City of Des Moines does not hire applicants who use tobacco products.
- May require a Class A Commercial Driver's License (CDL) or a CDL Learner's Permit (employees hired with a CDL Learner's Permit must obtain the full CDL within six months of hire date); pre-employment, random, and post-accident drug and alcohol testing are required for such positions.

Working Conditions and Physical Abilities

- **Environment:** Work is performed outdoors and in an office setting. Works on, in close proximity with and/or around boats of varying sizes, docks, waterfronts, and moorage facilities year round in all weather conditions and on surfaces that may be unbalanced, slippery, moving, inclined and at varying heights above deep water. Incumbent will work a rotating shift, including evenings, weekends, and holidays. Occasional attendance at night meetings, early meetings, and weekend events may be required. Occasional travel to off-site locations is required.
- **Mental:** Duties require continuous decision-making, interpersonal skills, teamwork, creativity, customer service, training/supervising, use of discretion, problem analysis,

independent judgment, and reading, understanding, and speaking English. Also, frequent writing in English and performance of basic math. Occasional presentations made.

- Physical: Hand-eye coordination and fine-manipulation skills are necessary to operate computers and a variety of office machinery and the sling launch. The position also requires continuous talking and hearing with frequent walking, standing, reaching, feeling, sitting, bending, grasping, and handling. Occasional stooping, crawling, fingering, kneeling, climbing, repetitive foot, hand and wrist motions. Moreover, carrying, pulling, pushing, and lifting up to 50 pounds single-handedly.

Equal Opportunity Employer

- The City of Des Moines is committed to hiring a diverse workforce and all qualified applicants, including all ethnic backgrounds and persons with disabilities, are encouraged to apply. The City is an Equal Opportunity Employer and does not unlawfully discriminate on the basis of race, sex, age, color, religion, national origin, marital status, sexual orientation, veteran status, disability status, or any other basis prohibited by federal, state, or local law.
- In accordance with the Americans with Disabilities Act, an employer is obligated to make a reasonable accommodation only to the known limitations of an otherwise qualified individual with a disability. In general, it is the responsibility of the applicant or employee with a disability to inform the employer that an accommodation is needed to participate in the application process, to perform essential job functions or to receive equal benefits and privileges of employment.

General Information

- The statements contained herein reflect general details as necessary to describe the principal functions for this job classification, the level of knowledge and skill typically required and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements.
- The physical abilities described above are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- The provisions of this job description do not constitute an expressed or implied contract. Any provision contained herein may be modified and/or revoked without notice.
- Established January 2016.